



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**

Customer Service Representative

**Job Code Title**

Customer Service Assistant III

**Pay Band**

04

**Job Code Number**

434514

**Citizen Services and Resource Management Division**  
Citizen Services Bureau

**Fair Labor Standards Act:** Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Citizen Services and Resource Management Division administers the accounting, purchasing, safety, security, statewide facility functions, call center, forms design, one-f business licensing coordination, and receipt and distribution of unclaimed property. The division includes the Financial and Asset Management Bureau and the Citizen Services Bureau. The Citizen Services Bureau operates the Call Center whereby citizens can call with questions, inquire about their tax accounts, and get the information needed to conduct business with the department; administers the One-Stop Licensing Program which is a one-stop shopping for businesses to register and renew their business licenses from numerous agencies participating in the program; advertises unclaimed property that has been turned over to the state in an effort to locate the rightful owners and processes claims for the return of the property; and coordinates the annual design of forms, tax returns, and instructions for administering taxes and licenses.

**Job Responsibilities**

The Customer Service Representative is the primary contact for internal and external customers. The incumbent provides information and technical assistance and resolves problems regarding all taxes, licenses including one stop licensing, unclaimed property, and department web-based filing and payment processes. The position reports to the Citizen Services Bureau Chief and does not supervise other staff.

- **Customer Service 85%**

1. Provides taxpayers and other customers with information and technical assistance to resolve questions, concerns, and potential problems as the taxpayer's advocate. Resolution is accomplished by listening to the information provided and asking appropriate questions to gather multiple and appropriate facts. Questions, concerns, or problems may include registration for taxes and licenses; tax filings; liquor licensing; one-stop licensing; property tax; unclaimed property; and ownership of unclaimed property. Conducts research into appropriate department systems, laws, administrative rules, policies, and precedent when assisting callers. Calls may also include basic tax inquiries such as filing deadlines; educating taxpayers on taxes or licenses administered by the department; assistance with completion of tax forms; completion of applications related to licenses administered by the department; questions and concerns about assessment of additional tax, penalties, and interest; questions about applying for and assistance with property tax relief programs; and collection of outstanding liabilities.

2. Advises taxpayers and tax practitioners on the proper methods and procedures for preparing returns based on federal and Montana laws, rules, and regulations. Advises taxpayers of their rights and responsibilities as related to department or other state agencies' rules and regulations.
3. Reviews the account on the department's integrated tax system (GenTax) and determines if the appropriate documentation exists to allow discussion of the account including tax information with a third party in accordance with confidentiality laws related to taxpayer information. Requests a copy of a power of attorney when the department does not have the appropriate documentation on record.
4. Provides support for department business processes by answering calls generated by non-filer letters, statement of account (SOA) notifications, letters requesting additional information, letters of adjustment, notification to owners of unclaimed property, etc.
5. Refers precedent setting or extremely difficult questions regarding tax and licensing process to business experts. Researches and compiles relevant statutes, legal opinions, rules, processes, and procedures to assist them.
6. Provides taxpayers with complete account information regarding the status of refunds, returns received, payments received, and outstanding liabilities. Assists taxpayers with questions regarding payment plans, payment in full, penalties and interest, etc.
7. Assists taxpayers and business owners with registering their personal account or business account in taxpayer access point (TAP). Also provides service of resetting a taxpayer's account when they have forgotten their password.
8. Assists taxpayers with questions regarding electronic filing options for tax returns through the department's online filing options in TAP. Also assists taxpayers with questions related to the completion of these tax returns.
9. Provides taxpayer or business owner with guidance in setting up secure online accounts for submitting tax returns and payments to the department. Provides business owners with assistance in registering for an electronic payment option offered to business taxpayers and return filing for rental vehicle tax and lodging facility sales and use tax. Assists taxpayers and business owners by answering questions related electronic payment options.
10. Assists with testing of GenTax applications and updates that will impact taxpayers who call the department. Also participates in the testing of other applications such as the IVR version of "Where's My Refund?"; Business Tax Express; Income Tax Express; and fill-in and self calculating tax forms provided to the public.
11. Compiles information regarding potential problems with published tax forms, other department forms, and web-based electronic options provided by the department such as registration, filing of returns, and payments. Reviews potential problems to determine if it is user error or a potential technical error. If a technical error is determined to exist, reports the error to the appropriate business experts with detailed information in order for the error to be corrected.

- **Administrative Services 10%**

1. Provides customer service to all divisions of the department, members of the public, and others to ensure courteous and efficient responses to inquiries and requests for assistance such as making calls on behalf of another division to set up public meetings or gathering information pertaining to a specific subject matter.
2. Identifies training needs based on questions referred to a specialist or new questions that come up. May research topics and provide information to others in a group setting. More experienced incumbents may provide on-the-job training and mentoring for new incumbents. May contact appropriate business units to request additional training.
3. Assists with the review of various department forms for accuracy and understandability prior to the forms being sent to the printing vendor.
4. Review call center functions and suggests procedures and changes to improve the accuracy of answers given and the efficiency of the call center operations.

- **Other Duties as Assigned 5 %**

1. Performs a variety of other duties as assigned by the supervisor.

### **Job Requirements**

To perform successfully as a customer service representative, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in working with multiple tasks under tight deadlines; verbal and written communication; effective conflict resolution techniques; research and analysis of applicable tax types, laws, statutes, rules, and procedures; compiling data from multiple sources; identifying and resolving technical errors; and word processing, spreadsheet, database, and other software applications are required. Incumbent is required to resolve conflicts and maintain accountability for actions. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of the principles and practices of licensing, registration, application, valuation, and processing for various tax types; accounting practices including payroll and balance sheet accounting; federal and state statutes, administrative rules, policies, and procedures; department business practices; office operations; business communications; records management; rules, procedures, and operations related to identifying and locating taxpayers and determining the extent of their tax liabilities (regulations regarding corporations, out-of-state, bankruptcy, amended forms, bad debts, etc.); and customer service standards.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is two years of post-secondary education in business administration, taxation, office management, or a related field and one year of directly related work experience.
  - Work experience should include customer service, investigation, auditing, or research and analysis with six months of experience interpreting and applying Montana rules and regulations.
  - Other combinations of education and experience will be evaluated on an individual basis.

### **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. The ability to work in an office setting with noise distractions and frequent interruptions is required. At times, the incumbent will deal with angry and difficult individuals to resolve taxpayer concerns or bring about compliance with regulations. This may cause stressful work conditions.

As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires computer and keyboard use and being seated for extended periods of time. The incumbent spends a considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. During peak tax seasons, incumbent may work in excess of 40 hours per week. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

**Special requirements**

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Steve Austin, Division Administrator Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (print): \_\_\_\_\_